



## COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value

### DEPARTMENT OF HUMAN RESOURCES

#### CLASS SPECIFICATION

UNCLASSIFIED

#### DIVISION CHIEF, CHILD SUPPORT ENFORCEMENT

Class No. 000338

#### ■ CLASSIFICATION PURPOSE

To plan, organize, and direct the management of operational activities for one of five major functions within the Department of Child Support Services; to develop and implement policies and procedures; and to perform related work as required.

#### ■ DISTINGUISHING CHARACTERISTICS

This is an unclassified management class allocated only to the Department of Child Support Services. The positions in this class report to the Child Support Services Director and have significant responsibility for formulating and implementing policy and managing a major function within the Department of Child Support Services, such as Establishment of Child Support Orders, Enforcement of Child Support Orders, Fiscal, Public Relations and Administrative Projects.

#### ■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

##### Essential Functions:

1. Plans, directs, organizes, coordinates, and evaluates the activities and work projects of an assigned division of staff engaged in child support enforcement activities.
2. Formulates and implements policies, procedures, and controls.
3. Ensures that departmental operations comply with State and Federal mandates.
4. Delegates functional activities and establishes scope of responsibility.
5. Reviews and approves production and progress reports.
6. Identifies and resolves operating problems.
7. Establishes short and long-term goals and objectives.
8. Reviews and prepares technical reports and correspondence.
9. Directs the coordination of division functions with other County departments, governmental agencies, and private industry.
10. Directs the preparation of divisional, operational and functional reports, budget estimates, and revenue projections.
11. Acts as a liaison with other public and private agencies and provides information to County departments, the public, and agency representatives on departmental activities.
12. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
13. Performs special studies and reports and assigned.
14. May act in the absence of the Child Support Services Director and supervise subordinate staff.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- Laws, regulations, codes, and ordinances related to Child Support Enforcement programs (collections, accounting, fiscal management).
- Policy/procedures development and implementation related to divisional activities within the Department of Child Support Services.
- Principles and practices of financial and/or background investigations, assets evaluation, and collections.
- Principles and practices of supervision, training, and general administration.
- Automated systems supporting child support enforcement programs.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

### Skills and Abilities to:

- Plan, direct, organize, and coordinate the work of divisional staff engaged in child support enforcement activities.
- Establish and implement policy and procedures specific to Child Support Enforcement divisional activities.
- Coordinate departmental services with County departments and public/private agencies.
- Ensure that departmental activities conform to Federal, State, and local laws and regulations.
- Identify and resolve departmental operational problems.
- Prepare annual budget and monitor revenues and expenditures.
- Prepare executive level correspondence and reports.
- Supervise, train, and reevaluate the work of subordinate staff.
- Prepare and give public presentations on the departments activities, functions, and issues.
- Communicate effectively orally and in writing.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others and reading and writing.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capacities.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: five years of progressive professional experience in a Child Support program, two (2) years of which must have been management experience in planning, directing, and coordinating activities of a section within a Child Support Division, or in a related department and/or agency.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None required.

### Working Conditions

Office environment; exposure to computer screens.

#### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

**Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).**

**New: October 25, 1996**  
**Reviewed: Spring 2003**  
**Reviewed: June 2004**

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Division Chief, Child Support Enforcement (Class No. 000338)

Union Code: UM

Variable Entry: Y